

Comments, Compliments and Complaints Policy, including Duty of Candour

Introduction

The Isle of Wight Youth trust is committed to providing outstanding service in an open and transparent manner. However, we understand there may be times when service users, referrers or other members of the public may wish to make a complaint.

The Trust actively encourages constructive comments, compliments and complaints. This policy sets out how the Trust manages Complaints.

Other comments and compliments will be sought through client feedback as a way to identify where improvements can be made to services or where we can celebrate good practice and staff achievements.

Definition

A complaint is any expression of dissatisfaction with Trust, be it relating to a service, member of staff, anyone working with the Trust or any other matter.

Our Aim

The Youth Trust aims to resolve complaints quickly, fairly and effectively. We will:

- Deal with complaints promptly, politely and in a confidential manner where possible.
- Keep the complainant informed throughout the process.
- Apologise for any failure and take appropriate action to put things right.
- Learn from complaints and use them to improve our service.
- Regularly review our complaints policy and procedure.

In the first instance we will look to resolve any complaint as quickly as possible and record this as service feedback. However, a formal complaint may be raised if this is not possible or the complaint is of a more complicated or serious nature.

Principles

The Youth Trust seeks to manage all complaints in a fair and consistent manner. We will:

- Acknowledge and respond to a formal complaint in writing.
- Respond within a stated period of time.
- Handle the complaint in a responsible and sensitive manner.
- Take appropriate and timely action where required.

A complainant should:

- Raise their concerns quickly and directly with the person concerned or their Manager. This can be done via telephone, in writing, email or in person. If they are unable to reach a satisfactory conclusion informally then the formal complaints procedure should be used.
- If required, make a formal complaint in writing or email giving as much detail as possible. Support can be provided to help with this if needed.
- Allow Trust a reasonable amount of time to investigate and deal with the complaint.



The complaints process is based on the principle of a three-stage process and will apply to all formal complaints that the Trust receive.

If during the complaint investigation, further investigations under disciplinary or criminal proceedings are required then the complaints procedure will be suspended until those investigations have concluded. Likewise, the complaints procedure will be suspended if a complainant is actively seeking legal redress.

Where a complaint is against a member of staff then the staff member should be informed of what support is available to them.

The appropriate SLT Member will be informed of the receipt of a Stage 1 formal complaint. A record of the complaints' process will be maintained. A copy of all communications and other relevant information should be available for review if needed.

When appealing against a previous decision, the complainant will be asked to state the reasons they are not satisfied with the original outcome.

Duty of Candour

All Youth Trust staff have a duty of candour – a professional responsibility to be honest with clients when things go wrong or has the potential to cause harm or distress. There are three main aspects to this;

- A duty to be open and honest with clients
- Apologise to the client
- A duty to be open and honest within the organisation - 'learning from our mistakes' and encouraging a learning culture to prevent future occurrences

Monitoring and Reporting

The CEO, and Trustees when appropriate, will be informed of complaints received and actions taken to resolve them.

Confidentiality

Every attempt will be made to ensure that both the complainant and IWYT maintain confidentiality throughout the complaints process. However, in exceptional circumstances this may not be possible. In this event details will be shared on a strictly need to know basis only and the reasons why explained to the complainant.

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